UNIVERSITY OF MINNESOTA

Office of Information Technology

Information Technology
Newsletter

Extended ADCS HelpLine Hours

8 a.m to 5 p.m.

In response to your feedback we're extending the Academic and Distributed Computing Services (ADCS) HelpLine hours.

Beginning January 5th calls directed to the 626-4276 "Microcomputer" HelpLine will be answered from 8 a.m. to 5 p.m., Monday-Friday and walk-in help is available as follows:

East Bank	152 Shepherd Labs	8 am-5 pm
St. Paul	50 Coffey Hall	8 am-5 pm
West Bank	93 Blegen Hall	1 pm-5 pm

You can also call 626-4276 to reach the Internet HelpLine, which has been staffed from 8 a.m. to 5 p.m. since Winter quarter 1997.

8 a.m. to 5 p.m.

HelpLine Overview

Personal computers, workstations, software, and networks have always represented a significant investment in money and time. Since 1984 the University community has been able to turn to the "Micro-computer" HelpLine for support. As the needs of the University community have changed, so has the range and delivery of services that the Academic and Distributed Computing Services HelpLine offers.

In 1984 when our helpline was simply called the Microcomputer HelpLine, an IBM AT (80286 CPU) with 512K of RAM, a 20 megabyte hard drive, and a monochrome monitor cost $4100 and a 512K Macintosh with a 9-inch monitor but no hard drive cost $2000. We answered questions like: "Does the Hewlett-Packard Laser Printer work with WordStar on the IBM-PC." (The answer was that since that printer was new the WordStar installation program did not work without extensive customization, so we created a script to step people through the process.)

Many of the concerns of 1984 seem unimportant to today's computer users. That is, the exact concerns and solutions are ancient history but the categories are the same, such as: software usage puzzles, printers that refuse to print, hardware purchasing and upgrade questions, and questions about how to exchange "computerized" information with other computer users.

Current Services

In 1998 you can stop in one of our three helpline sites, call our 626-4276 helpline, send e-mail to one of our specialized services, or browse the growing ADCS web-based information sources available via <http://www.umn.edu/adcs/>.

In our October newsletter we covered numerous helpline related services, such as

- the e-mail address to use to get help on specific topics
- services related to purchasing a computer
- the kinds of hardware and software assistance we offer
- information related to setting up and using your University Internet account

In our May issue we announced that the St. Paul HelpLine would be open longer and that a self-paced training center at that site could be reserved. Like the training center in Nicholson Hall, the Coffey Hall site is equipped with a Macintosh and an IBM-type personal computer as well as a VCR and TV.

To learn much more about our services, visit our website: <http://www.umn.edu/adcs/>.

▮ Simin Hickman, Mary Kelleher, Academic and Distributed Computing Services

News from the Computer Store

▼ The Apple Add-on Take-off Education Rebate Promotion (a holiday promo) runs through January 31, 1998. Buyers can save up to $400 on their purchase of a qualified computer and up to $500 on their purchase of a qualified peripheral. Details are available from Apple's website at <http://hed.info.apple.com/Pages/promo.html>.

▼ The PowerMac G3s, desktops, minitowers and PowerBooks are in; these machines are incredible in price and performance. See the latest price list for details.

▮ RLO, University Bookstores, Computer Store <http://www.computerstore.umn.edu/>.

Really? PC Courses Available Anytime, Anywhere and at my Convenience?

Computer-based Training (CBT) Courses for University Staff and Faculty

Sound Too Good To Be True?

Academic and Distributed Computing Services (ADCS) now offers Computer-based Training (CBT) courses for University staff and faculty. The course material is available on a central University computer server. You can access courses directly from your desktop! ADCS currently offers a library of 300+ CBT courses. Course examples include: Microsoft Word, Microsoft Excel, Microsoft Workstation NT, Novell NetWare, Lotus Notes, Oracle 7, C/C++ Programming, and UNIX.

No Macintosh-based courses are offered.

This library is updated yearly, offering the most current "state-of-the-art" programs available in the world of technology.

Plans are to roll-out the CBT program to University students during Fall Quarter, 1998.

What Are CBT's Advantages?

☐ **It's convenient.**
Take the courses direct from your computer desktop.

☐ **It's cost-effective.**
No expensive registration, lodging, parking, or meal expenses.

☐ **You can work at your own pace.**
Take courses at your own pace within the week! Just add a bookmark where you stop, and you can start again where you left off.

☐ **You can test your progress.**
Tests are administered throughout the course so you can chart your progress. If needed, you can repeat sections in the course and take the tests as often as you like.

http://training.micro.umn.edu/training/cbt

What Are the Costs?

A nominal course fee will be charged to University departments to cover administrative expenses. To receive a password and register for a CBT course(s), have your Supervisor e-mail a request and your CUFS number to the CBT Administrator at <cbt@umn.edu>.

Number of Courses	Duration	Number of Users	Prices
1	1 Week	1	$25.00
2 to 5	1 Week	1	$50.00
6+	1 Week	1	$100.00

For more information, consult the CBT web site at <http://training.micro.umn.edu/training/cbt>. For a detailed list of the CBT courses that may be available, click on the CBT web site link.

As courses become available to the University, the CBT website will be updated by the CBT Administrator. ■ Renee Wright, Academic and Distributed Computing Services

Computer Repair Services Offers New Services!

Computer Repair Services, formerly Engineering Services, would like to introduce two new services. These services are currently available for the University Community.

▼ Expedite Service

Now available by popular demand, Computer Repair Services is offering a new *Expedite Service* for the University Community! For a $75 fee, Computer Repair Services will respond to your service call ASAP (within four business hours). We have dispatched certified technicians assigned specifically to the expedite calls. This is a valuable option for those who find themselves in a "time crunch."

▼ GopherCare Service

Computer Repair Services would also like to introduce our new *GopherCare* program. We have teamed up with the University of Minnesota Bookstores to offer you a discounted extended warranty service for your Apple computer that is ***30% less*** than Apple's suggested retail price.

GopherCare will extend the warranty on your Apple computer to a *full three year* parts and labor service. Apple currently offers a one year parts and labor.

Windows and PC Machines Included

Computer Repair Services is also extending the *GopherCare* program to include PC's. The majority of computer manufacturers offer a one year parts and labor warranty, with years two and three covering limited parts, without labor costs. Check your computer's manual for your specific warranty information.

For just $99, Computer Repair Services can extend the warranty on your Micron or Dell computer to a full three year parts and labor service! This extended warranty agreement covers all standard computer equipment, including the computer, monitor, keyboard and mouse.

Available Only When You Purchase A Computer

Just purchase the GopherCare Extended Warranty when you buy your Apple computer or PC at the University of Minnesota Computer Store. It's that simple. For more details, contact Computer Repair Services.

Renee Wright, Academic and Distributed Computing Services

Computer Repair Services

Web Address .... www.umn.edu/adcs/es
Minneapolis Address ..... 2716 Summer Street NE

Service Phone 627-4525
Contract Inquiries 627-4570
Fax 627-4696

Memory for Macintosh G3s

Computer Repair Services has memory upgrades available for the new Macintosh G3 computer models.

Britannica Online: Full-Text Encyclopedia for Researchers

University Libraries

Nancy K. Herther, University Libraries

▼ EB on the Web

In the Fall of 1994, Encyclopedia Britannica (EB) began offering a web version of their award-winning, comprehensive encyclopedia to academic institutions. The web version consists of a fully searchable and browsable version of the famed encyclopedia, along with the 10th edition of the Merriam-Webster's Collegiate Dictionary, the Britannica Book of the Year, a collection of older, but 'classic,' articles from past editions of the encyclopedia and online links to web sites which extend and support the subjects covered in the text of the works. A further advantage to the web version is that articles, as they are completed, are added to the database, prior to formal print publication.

Since first published in 1768, Encyclopedia Britannica has maintained a reputation for the high quality of the articles and references in its publications. This was certainly a key factor in helping the Libraries decide to offer this service to our users.

Because of contract restrictions, the database is only available to current students, staff and faculty of the University of Minnesota-Twin Cities campus.

▼ Getting Started

1. To get to Encyclopedia Britannica, first select **Reference Sources** from the Library's introductory web page: <http://www.lib.umn.edu>.

2. Next select **Encyclopedias** from the alphabetical list of reference resources available for your use.

3. Then select the **Britannica Online** option and you will be at the general search screen for EB.

You will notice that Help menus are always available, giving you background on EB, information on the company and search tips. If you scroll through the screen you will notice that there are a variety of special features in the database which may be of interest, including:

- **Spotlight,** which focuses on major events and personalities of our day (such as Mother Teresa).

- **Week in Review,** which provides background articles related to important, current events.

- **Britannica's Lives,** which provides a special subset of the biographies from EB, arranged by the date of birth of the individual.

You are always able to browse through the various sections of the database or index, just as you might through the printed version of the Encyclopedia Britannica.

You may wish to check out some of EB's major reference sections, such as:

- **Book of the Year,** which provides full-text coverage of the annual editions going back to 1993.

- **Nations of the World,** which provides a quick source of information on the various countries of the world from currency information to population data to history and current politics.

▼ Searching the Database

You query the database by typing in a search term or statement in the search box and select the Search button or use your keyboard's <Enter> key.

You can use sophisticated search strategies, which we will look at below, or type your query in the form of a sentence. For example, I got the same list of responses by typing in **who is bill gates** as I did from typing in **gates, william h.** The database even gave me options (including the correct entry) when I typed in a query that included misspellings.

Clicking on the desired response, you are taken directly into the database. Under Bill Gates, I got a brief biography which had useful, imbedded links to other EB articles related to him: MS-DOS, Microsoft, Windows, Paul Allen (Microsoft cofounder), etc.

The default for searching in EB is the articles from the encyclopedia and the Book of the Year. You are able to search the **Index** or **Dictionary** or other options by changing the option on the search screen.

Advanced Search

To do an advanced search, choose **Search** from the Menu Bar below Britannica's name. You are able to either perform a standard search, choosing among the three searchable databases, change the number of items to be displayed or perform an enhanced search by modifying what results are displayed and how those results are sorted.

To revise your search and clear the form, click on the **Clear** button. When the search is complete, references are posted in order of relevance (as determined by EB's computer programs) of the information to your request.

In advanced searches, Boolean logical operators can be used to narrow search results. AND, OR, NOT and ADJ (for adjacency) are all available. Please note that you *must type* these in *capitals* in order for the computer to understand that these are Boolean operators and not a part of a natural language query. (Please see the box of information on using Boolean operators for more information and search tips.)

Two Quick Search Tips

The amount of time it takes to run a search depends on the complexity of your query, the number of articles selected, the speed of your computer and the EB computer to which we connect through the web. In most cases response times are very quick. However, if you seem hung-up, get out of the database and try again. If response doesn't seem to improve, please feel free to contact one of the reference units in the Libraries for advice or assistance.

Searches in EB are case sensitive. For more comprehensive search results, it is best to use lowercase letters in your queries, since this will retrieve the words contained in the query regardless of whether they appear in lowercase or uppercase letters.

▼ Useful Web Links

It is easy to feel overwhelmed by the number of pages on the web related to *any* research topic. Having some type of filtering service which brings you a worthwhile subset of links is especially helpful. Encyclopedia Britannica has done a good job with this. In most cases, at least five to ten links are given per article to websites that provide additional information, graphics or other information of value.

Under Bill Gates' biography there are twelve links including the Unofficial Bill Gates (a humor page) and Gatesomatic (a game that lets users dress Bill Gates in fanciful outfits) in addition to links with more traditional information on Gates and his company.

For the entry on **university of minnesota** I not only got a good brief article giving important historical and statistical information on the U, but an imbedded link to an article on the Mayo clinic and a link to the EB article on universities in general. Four web links were given—one for each of the University web pages here in the Twin Cities and other coordinate campuses.

▼ Try It!

In a sample search I looked for information on Hector Berlioz, the great French composer. The article provided an extensive biography, bibliography and list of his major works. Links in the text brought me to related articles on musicology, other writers of memoirs and other topics. Web links were especially good at filling out information on Berlioz. The *ClassicNet*

page provided a downloadable image of Berlioz, an analysis of his Symphonie Fantastique, four additional web links along with a brief bio and complete list of his works. Not bad results from a search that took under five minutes.

Britannica Online is only one of many important reference tools available over the web from the Libraries to help the University community with your research — it's available to you whether you are studying at home, on campus, in the Libraries or half-a-world away. Take a few minutes to look at the rich collection of electronic resources we are developing for your use. If you have any questions about EB or any of our services, feel free to contact me or any of the reference staff in our libraries.

Our libraries offer a wide variety of free classes and tours of our facilities, services and collections. These are listed in the various web pages and under **Library Services**, **Classes** <http://www.lib.umn.edu/ser-vices/classes.html> on our web page. Or, for more information, feel free to stop in or call any of the reference units in our libraries.

● Communications about this column can be sent to: *Nancy K. Herther*, Ed/Psych Reference Service, University of Minnesota Libraries, 108 Walter Library, East Campus; 4-2020; <n-hert@tc.umn.edu>. ■

New Electronic Journals Available

Two new journals have been added to the Libraries' web page collection of electronic journals for your use:

• Journal of Asian Studies v. 1-50, 1941-1991
• Proceedings of the American Mathematical Society v. 1-113, 1950-1991

For more information about these journals look for them on our web page.

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▼ Help Monday–Friday

CCO (BASIS/AIS/CCS), 7 am–4:30 pm 624-0555
  central systems: IBM, EPX, NVE, UZ, VX, VZ
  web: `http://www.umn.edu/cco`
Internet/E-mail, 8 am–5 pm 626-4276
  by e-mail for U of M: `help@tc.umn.edu`
Password: Forgot it? Call the ADCS helpline 626-4276
  Students go, in person, to any Microcomputer helpline.
Microcomputers, Distributed Systems 626-4276
  8 am–5 pm, 152 Shepherd Labs and 50 Coffey Hall
  1-4 pm, 93 Blegen – web: `http://www.umn.edu/adcs/`
NTS: 24-hour Repair Desk 625-0006
  web: `http://www.nts.umn.edu`
Training Library, ADCS Short Courses 625-1300
  web: `http://training.micro.umn.edu/`

▼ General Phone

Computer Store, Williamson Hall 625-3854
Computer Repair Services/Engineering Services 7-4525
CUFS 4-1617
Digital Media Center 5-5055
Disability & Computing Services voice/tty 6-0365
Data Custodians • Data Warehouse Databases .... varies
  IDEA web: `http://notes.ais.umn.edu`
NTS (Networking & Telecom Services) Helpline 6-7800
Statistical Software Support:
  including SAS and SPSS 4-3330

▼ Web and Internet Addresses .... Quick Guide

- Modem Usage (current activity on your account)
  `http://www.nts.umn.edu/services/modemusage.html`
- Internet/E-mail account management/validation
  `http://www.umn.edu/validate`
- Information Technology Newsletter
  `http://www.umn.edu/oit/newsletter`
- LUMINA (Library) – `http://www.lib.umn.edu`
  via Telnet/TN3270: admin.ais.umn.edu
- OIT – `http://www.umn.edu/oit`
- Students (manage your academic program)
  `http://www.umn.edu/tc/students/academic.html`
- UM Bookstores – `http://www.bookstore.umn.edu`
- UM News Server: `news.tc.umn.edu`
- UM Twin Cities – `http://www.umn.edu/tc`

▼ Dial-in Computer Access

Internet/SLIP: up to 28,800 bps (V.34) 627-4250
Internet/SLIP: ADI and ITE (with MKO) 3-0291
SecurID Access High Speed (V.32) 19200-N81 6-1061
  2400-N81 (no parity/8 data bits/1 stop bit) 6-7770

Associate Vice President for Academic Affairs and
  Chief Information Officer,
  Donald R. Riley, Professor 626-9816

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